# Charlene L. Cornwell, PMP, CBAP

221 Dutch Drive; Irmo, SC 29063

803.749.4677 (H); 803.269.2783 (M)

[clcornwell@sc.rr.com](mailto:clcornwell@sc.rr.com)

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**Certifications:** Project Management Professional (PMP)

Certified Business Analysis Professional (CBAP)

Information Technology Infrastructure Library (ITIL)

**Education:**

**M.A. Degree:** Computer Resources and Information Management, Webster University;

May 2000

**B.S. Degree:** Business Administration/Business Education, South Carolina State University, December 1986

**Midlands Technical College, Columbia, SC:**  Database Development, June 2003

# Technical Skills Summary:

* Project Management Body of Knowledge (PMBOK)
* Business Analysis Body of Knowledge (BABOK)
* Waterfall, Agile, Hybrid Methodologies, and System Development Life Cycle (SDLC)
* System Analysis and Design for Logical Models, As Is/To Be Business Processes
* Oracle SQL PLUS, Oracle 10g, Network Protocols (TCP/IP, POP3, SMTP)
* Computer Hardware & Software Installation, Upgrades, and Maintenance
* Construction Management

**Software Tools:** Advanced Microsoft Office (Project, Word, PowerPoint, Excel, Access, Visio, Outlook, FrontPage, Publisher), Microsoft Exchange Server, Project Server, SharePoint Axiom, VersionOne, Bizagi BPM, Toad for Oracle, IBM COGNOS Business Intelligence Reporting and Analytics, JIRA, HP Quality Center

**Additional Training:**

* Project Management and Business Analysis, Lean Six Sigma, and Conflict Management
* Risk Management, 7 Habits of Highly Effective People, Myers-Briggs
* Leadership & Management Skills for Supervisors, and Team Management
* Organizational Leadership & Behavior, Women in Management,
* Business Essentials for the Executive Woman, Time Management

**Professional Experience:**

**08/15 – Present; IT Business Analyst Lead; Bank of America, Charlotte NC**

* Creates logical and physical data models using Visio
* Use Project Management skills to manage all business analysis and project tasks

with Business and Data Analysts

* Elicit, document, verify, and validate requirements with business stakeholders
* Create Business Requirements, Technical Design, and Test Plan documents
* Facilitate structured walkthroughs and project meetings with team
* Conduct gap analysis of business processes and logical data models
* Coordinate and manage various test phases with testing team

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* Manage issues, risks, and action items
* Manage defects and enhancements using HP Quality Center
* Use Toad for Oracle to execute SQL queries to review and analyze data
* Use Cognos Business Intelligence to build adhoc reports

**08/13 – 08/15; Sr. Business Analyst/Project Manager; University of SC, Columbia, SC**

* Managed enterprise information technology and facilities’ projects
* Managed ITIL Service Management projects
* Created project management and business analysis plans and deliverables
* Developed GAP and SWOT Analysis for proposed projects
* Developed requirements management methodology for waterfall and agile life cycles
* Reviewed requests for projects and conducted solution assessments
* Facilitated requirements gathering sessions for agile and waterfall projects
* Developed user stories and managed product and sprint backlogs
* Developed “As Is” and “To Be” business processes, logical models, business process flow diagrams
* Created key performance indicators and metrics for projects
* Created project management and business requirements templates
* Initiated Business Analysis Group Forum and Trained Business Analysts

**03/13 – 07/13; Data Analyst, Centene Corporation, Columbia, SC**

* Managed the Contract Repapering project for IT Provider Data Management & Analytics department for Medicaid and Medicare Healthcare Provider and Practitioners contracts
* Reviewed and analyzed medical providers healthcare contract data
* Created adhoc reports and work plans for management and department resources
* Ensured health care providers medical contracts were compliant to SC Health and Human Services and Center for Medicare and Medicaid Services federal and state regulations
* Facilitated requirements gathering sessions
* Designed and developed Provider Data Management database system

**05/12 – 01/13; Project Leader, Blue Cross Blue Shield of SC, Columbia, SC**

* Managed Healthcare Enterprise IT projects and project teams using organization project management methodology.
* Developed business and technical requirement for compliance with Health Reform Bill and federal regulations for Medicare Supplement and Medicare Advantage.
* Developed project and risk management plans, test plans, implementation plans, and project status reports for senior management
* Coordinated testing with Test Manager and developed test scripts for test plan
* Managed, monitored, and control project budget

**3/08-05/12; Project Manager/Program Manager,** S**C Dept of Motor Vehicles,**

**Blythewood, SC 29016**

##### Managed enterprise information technology and construction projects

* Managed Project Management Office and mentored Junior Project Managers
* Assisted with development of project management methodology for PMO
* Managed federal grant programs and project budgets
* Reviewed federal and state legislative laws, rules, and regulations to assess changes to business processes for compliance
* Developed GAP analysis and “As Is” and “To Be” business process documents
* Collaborated with other functional organizations to address federal and state legislation
* Implemented integrated change control board
* Created and managed construction project plans, managed construction procurement process and construction bids
* Manage project budgets, risks, issues, and action items
* Facilitated project team meetings and managed virtual project teams

##### **11/01-03/08; Information Resource Consultant II, SC Dept. of Transportation,**

##### **Columbia, SC**

##### Managed information technology projects using system development life cycle

##### Utilized Waterfall, MS Project, Visio, Oracle Designer, and the Software Development Life Cycle (SDLC) for managing projects

##### Developed reports for senior executives, federal, and state government officials utilizing Oracle 10g Discoverer and Oracle SQL Plus

* Defined and developed business rules and business processes
* Conducted training for all information systems and developed system user and technical training manuals and documentation
* Served as System Administrator and Helpdesk Expert for Oracle information systems

##### Served as IT liaison with Third Party vendors and consultants

##### Planned, coordinated, and facilitated workshops and events for national and statewide conferences

**08/02-05/09; Adjunct Faculty; Midlands Technical College and Newberry College Lexington and Newberry SC**

##### Taught computer technology courses (Windows OS, Database, Networking, MSOffice)

**05/98-08/01; Project Manager; DESA, Inc., Columbia, SC**

* Managed construction projects with U.S. Army Corp of Engineers, Richland School District One, US Dept. of Energy Small/Small Disadvantaged Business Enterprise projects, Small Disadvantage Business projects, and other federal government projects and programs
* Assisted small and minority businesses with federal and state government certifications (8(a), SDB, Hubzone, DBE)
* Served as System Administrator for Microsoft Windows and Exchange email servers
* Managed and maintained local area network, installed and maintained workstations
* Managed, monitored, and control project budget

**References:**

Available upon request.